

Performance Measures for Travel Training Grantees

Recommendations to MassDOT from the Massachusetts Travel Instruction Network

October 5, 2015

Background

Objective

MassDOT asked the Massachusetts Travel Instruction Network to submit recommended performance measures for travel instruction programs. The recommendations in this document can inform MassDOT's process of determining which performance measures, if any, to require of future grantees who receive funding from MassDOT for travel instruction programs.

History and Process

The Massachusetts Travel Instruction Network met on July 24, 2015, and discussed performance measures. Five members volunteered to participate in a subgroup to develop a draft. They worked with MassMobility staff to develop this document.

Disclaimer

Individual programs would be free to track additional outcomes and use additional performance measures. MassMobility will develop a list of optional performance measures that programs might want to consider.

New Programs

In the early stages of a program, staff should be setting up the program, shadowing experienced travel trainers, pursuing learning opportunities, conducting outreach and marketing to raise awareness of the program, and building partnerships with human service agencies and other organizations that can refer consumers to the program. This process will take several months. ***Many new programs will train few, if any, trainees in the first 3-6 months as they ramp up their program.***

Definitions

Travel instruction, as defined by the Association for Travel Instruction, is "the professional activity of teaching individuals with disabilities and seniors how to access their environment and community and use public transportation independently" and consists of three distinct activities. For a detailed definition, visit <http://travelinstruction.org/definition-of-travel-training>.

- **Transit orientation** explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, and benefits and services. It may be conducted in a group or one-on-one.
- **Familiarization** teaches people who are experienced with traveling about a new route or mode of transportation. It may be conducted in a group or one-on-one.
- **Travel training** is an intensive, one-on-one process to help someone gain the knowledge and skills he or she needs to make trips independently. Travel training is individualized to meet each student's unique needs.

Based on this definition, grantees should clearly explain what service(s) they are providing.

Program Information

1. What type(s) of travel instruction do you offer?
2. How long has your program been in existence?

Performance Measures for Group Orientations

If your program is offering group orientations, please report on the types of groups served and the total number of people affected.

1. Describe the type of group orientation offered. For example, did the orientation take place in a classroom, on an out-of-service bus, on an in-service bus, or did it have both a classroom and a bus component?
2. How many people were served:
 - Total unduplicated individuals served through group orientations:
 - (Optional) Total number of program staff, teachers, parents, and others attending group sessions along with participants:

3. Number of groups served, by type of group:

	Number of groups attending at least one session	Of those groups, number attending multiple sessions
Type of group		
Students (age 23 and below)		
Adults with disabilities		
Seniors (age 60 and above)		
Mixed ages		
Other		

Performance Measures for One-on-One Travel Training

1. Clearly explain how your program defines whether an individual has successfully completed training (for example, participant has learned to travel to 1 destination, 2 destinations, etc.):

Number of Individuals Served

	Enrolled	Completed	Discontinued/Withdrawn
Total number of unduplicated individuals			
Number of retrainees (Individuals who completed travel training who returned to learn another route or destination)			

Characteristics of Trainees

- Subtotals may total more than the total number of riders served, as individuals may have more than one disability.
- Please do not reenter data for a retrainee.

	Enrolled	Completed	Discontinued/Withdrawn
Demographics			
Students (age 23 and below)			
Adults with disabilities			
Seniors (age 60 and above)			
Other			
Disabilities			
Physical			
Sensory			
Psychiatric			
Cognitive			
Autism			
Other			
Paratransit			
Currently enrolled in ADA paratransit			
<ul style="list-style-type: none"> • If these numbers include any ridership other than ADA, please specify • Programs in areas that have conditional ADA eligibility may wish to track each type of ADA eligibility 			

Destinations

- Please record the types of destinations participants successfully learn to travel to independently (outcomes achieved).
- If a trainee is allowed multiple destinations, please count each destination in the appropriate box. The total number of destinations may exceed the total number of individuals served.

Destination Type	Outcomes Achieved
Travel to work or education	
Travel to medical appointments	
Travel to grocery or other shopping	
Travel to social engagements or family	
Travel to recreation, entertainment, or restaurants	
Other	

Discontinuations/Withdrawals

- If an individual is discontinued for more than one reason, please count them in each category. Total number of reasons may exceed the total number of individuals discontinued.

Reason for Discontinuation/Withdrawal	Number
Discontinued by travel trainer because trainee lacks necessary pedestrian skills	
Discontinued by travel trainer due to excessive last-minute cancellations or no-shows	
Discontinued by travel trainer because trainee needs additional social skills	
Discontinued by travel trainer due to behavior issues	
Physical/environmental barriers (please list)	
Left program because their preferred destination is not served by transit	
Discontinued by family or referring agency	
Other (please list)	

Follow-Up with Trainees who Completed Training

	1 month after completion	6 months after completion	12 months after completion
Number contacted (attempt made)			
Number reached			
Number who report riding transit			

Success Story

With permission from the participant, please describe one recent trainee, their goal, the route(s) you worked with them on, and how travel training has benefited them:

Other Information

If there is other key context or information you would like to provide about your program, please do so here: